



esm[®] CONCIERGE

Simplify Operations. Reduce Workload.

Introducing ESM CONCIERGE

ESM Concierge services are there when you need them, freeing you and your team to focus on more personalized and sustainable purchasing, while we provide support for your operational needs. From guidance around best practices and assistance with system updates, to insight into new releases and acceleration of new feature adoption, an ESM team member will be by your side, helping you to realize greater value from your ESM solutions.

With ESM Concierge, you can tap into ESM know-how, relationships, and a proven education supplier network we've built over the last 20+ years.



Save time

Say goodbye to time-consuming administrative tasks and get back to focusing on the work that adds value. ESM Concierge performs select system updates and shares relevant insight into monthly releases, helping you to accelerate feature adoption.



Get personalized help

Work with ESM experts who are familiar with your business. They'll answer your questions and will serve as "go-to" resources for guidance and support related to configuration and deployment issues.



Improve operations

With ESM Concierge, you receive tailored recommendations on the best ways to configure your ESM solutions. Our experts identify usage gaps and formulate strategies to help you realize maximum benefit from your deployment.

With ESM Concierge, we seek to be observant and proactive. We anticipate your needs and make recommendations as trusted advisors that allow you to deliver more personalized procurement for your institution.



Surprise and delight your community

Call ESM Concierge whenever you need help or advice. We help you to adopt new compliance rules in your system or talk through whether a change will do what you need – or have unintended consequences. ESM Concierge also delivers one-to-one training, answers product capability questions, and provides solution best practices and coaching. And when it comes to co-ordination with other colleagues, the Concierge team assists with investigation and troubleshooting of issues and defect resolution.



Take advantage of new enhancements

We prepare every release for your institution. ESM Concierge schedules regular, release-specific meetings to review new ESM features and enhancements with you. Your ESM expert highlights features that are a good fit for your institution and enables them in your instance to accelerate adoption. Our ESM Concierge team also makes any necessary configuration and system administration updates so that you are ready for deployment of the solution.



Workflow and system configuration

We assist with system configuration changes and adjustments so you don't have to think about them. When changes to approval thresholds or procurement workflows occur, we make the updates and send communication reminders to help you enforce policies. ESM Concierge suggests best-practice configurations that optimize compliance and applies changes to user permissions and rules so you can avoid policy infringements.



Optimize catalog assignment and visibility

ESM Concierge helps you quickly identify and deploy new vendors and optimize the promotion of existing catalogs to surface the right vendors and choices for goods and services to meet institutional needs. And you can count on us to notify your users and departments when new catalogs are available.



Easily manage changes in your organization

Say goodbye to time-consuming administrative tasks and get back to focusing on the work that adds value. ESM Concierge performs select system updates and shares relevant insight into monthly releases, helping you to accelerate feature adoption.

Help your business processes and organization's pace of change stay in lockstep with your ESM solutions. Retain the expert knowledge and support you need to sustain the value of the services your finance and procurement teams provide to faculty, staff, and students.

Learn more at esmsolutions.com



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